



Student Example

## Free Application for Federal Student Aid

OMB 1840-0110

July 1, 1999 — June 30, 2000 school year



### Use this form to apply for federal student grants, work-study money, and loans.

You can also apply over the internet at: <http://www.fafsa.ed.gov> instead of using this paper form. In addition to federal student aid, you may also be eligible for a **Hope** or a **Lifetime Learning** income tax credit, both of which you claim when you file your taxes. For more information on these tax credits, this application, and the U.S. Department of Education's student aid programs, call 1-800-4FED-AID (1-800-433-3243) Monday through Friday between 8:00am and 8:00pm eastern time or look on the internet at <http://www.ed.gov/offices/OPE>. If you are hearing impaired, call TDD 1-800-730-8913.

Your answers on this form will be read by a machine. Therefore,

- use black ink or #2 pencil and fill in ovals completely, like this:
- print clearly in CAPITAL letters and skip a box between words:
- report dollar amounts (such as \$12,356.00) like this:
- write numbers less than 10 with a zero (0) first:

1	5	E	L	M	S	T
\$	1	2	.	3	5	6 (no cents)
	0	7				

### Yellow is for students and purple is for parents.

- If you are filing a 1998 income tax return, we recommend that you fill it out before completing this form. However, you do not need to send your income tax return to the IRS before you fill out this form.
- After you complete this application, make a copy of it. Then send the original of pages 3 through 6 in the attached envelope or send it to Federal Student Aid Programs, P.O. Box 4008, Mt. Vernon, IL 62864-8608.
- Send in this application—pages 3 through 6—only between January 1, 1999, and June 30, 2000.
- You should hear from us within four weeks. If you do not, please call 1-319-337-5665.
- If you or your family has unusual circumstances (such as loss of employment or major medical expenses) that might affect your need for student financial aid, check with the financial aid office at the college you plan to attend.
- With this form you may also be able to apply for student aid from other sources, such as your state or college. The deadlines for states (see below) or colleges may be as early as January 1999, and you may be required to complete additional forms.

### Now go to page 3 and begin filling out this form. Refer to the notes as needed.

**Deadline dates for state aid.** Generally, state aid comes from your state of legal residence. Check with your high school guidance counselor or the financial aid administrator at your college about state and college sources of student financial aid. State deadlines are by

AZ June 30, 2000 (date received)	MD March 1, 1999 (date postmarked)	ND April 15, 1999 (date processed)
CA March 2, 1999 (date postmarked)	MA For priority consideration—May 1, 1999 (date received)	OH October 1, 1999 (date received)
DE April 15, 1999 (date received)	MI High school seniors—February 21, 1999 (date received)	OK April 30, 1999 (date received)
DC June 24, 1999 (date received by state)	College students—March 21, 1999 (date received)	OR May 1, 2000 (date received)
FL May 15, 1999 (date processed)	MN June 30, 2000 (date received)	PA All 1998-99 State grant recipients—May 1, 1999
HI March 1, 1999	MO April 1, 1999 (date received)	Non-1998-99 State grant recipients in degree programs—May 1, 1999
IL First-time applicants—September 30, 1999 (date received)	MT For large schools—March 1, 1999 (date postmarked)	All other applicants—August 1, 1999 (date received)
Continuing applicants—May 31, 1999 (date received)	For small schools—April 1, 1999 (date postmarked)	PR May 2, 2000 (date application signed)
IN For priority consideration—March 1, 1999 (date postmarked)	NH May 1, 1999 (date received)	RI March 1, 1999 (date received)
IA June 1, 1999 (date received)	NJ 1998-99 Tuition Aid Grant Recipients—June 1, 1999	SC June 30, 1999 (date received)
KS For priority consideration—April 1, 1999 (date processed)	All other applicants—October 1, 1999, for fall and spring terms; March 1, 2000, for spring term only (date received)	TN May 1, 1999 (date processed)
KY For priority consideration—March 15, 1999 (date received)	*NY May 1, 2000 (date postmarked)	**WV March 1, 1999 (date received)
LA For priority consideration—April 15, 1999 (date postmarked)	NC March 15, 1999 (date received)	
ME May 1, 1999 (date received)		

\* Additional form may be required. \*\* Applicants encouraged to obtain proof of mailing.



Student applies for financial aid.



Completes APN for subsidized FFEL loan.

A cartoon illustration of a young boy with dark hair, wearing a dark jacket and light-colored pants, running through a large, bright orange puddle. He is carrying a white book under his arm and has a determined expression. The background is a solid dark grey.

Requests deferment on prior loans.



Loans disbursed. Student receives funds.





Student transfers to a DL school.

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Applies for deferment of FFELP loans.



Applies for and receives subsidized and unsubsidized DL monies.

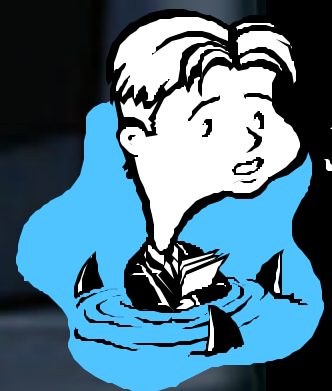




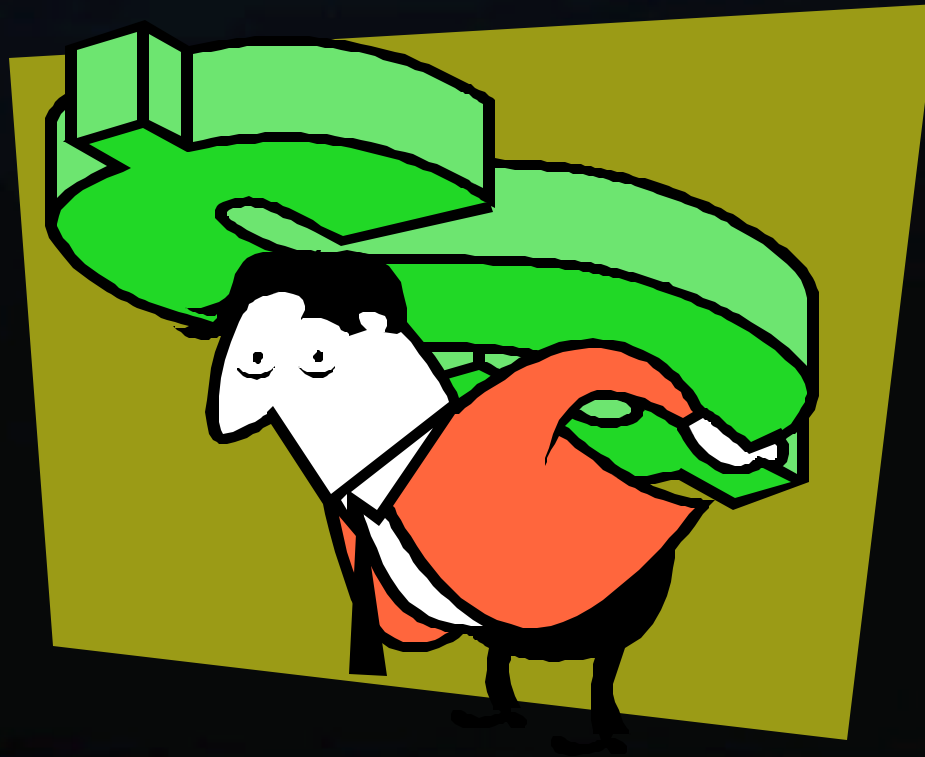
Student graduates.



Student begins repayment to lender and DL.



Student is injured in a car crash.



Student has difficulties making payments.



**Address Change Provided:**  
 Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Telephone - Home: \_\_\_\_\_  
 Telephone - Office: \_\_\_\_\_

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**Request for Forbearance**

Dear BORROWER,

If financial problems make repaying your education loans a financial hardship, we may be able to grant you temporary relief through a forbearance.

A forbearance allows you to temporarily postpone your loan payments. Interest that accrues during the forbearance remains your responsibility. Unpaid interest may be capitalized (added to your loan principal) no more frequently than quarterly and at the end of the forbearance. Unpaid interest on a Stafford Loan declared over after July 1, 2000, or a private education loan, may be capitalized at the end of the forbearance. Capitalizing interest increases the amount you will pay back, and may result in a higher payment amount after the forbearance has ended, but allows you to postpone all payments now. We will notify you of your new payment amount and next due date prior to the expiration of the forbearance.

**IF YOU ARE PAST DUE ON YOUR PAYMENTS, IT IS ESPECIALLY IMPORTANT THAT YOU RETURN THIS FORM TO US IMMEDIATELY.** Collection activities will resume against you until we have received and approved this form -- late notices will be sent and phone calls will be made. And, if your payments have been severely past due, the delinquency will be reported to a national credit bureau.

Call us if you have any questions. You can fax your completed form to us at **(800) 848-1549**.

Please allow five to six weeks to receive and process your forbearance form. You can obtain information on the status of your account by calling our automated loan system or accessing our web site at [www.aidfinance.com](http://www.aidfinance.com).

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**Agreement**

Although I intend to repay my loans, I am temporarily experiencing financial hardship and am unable to make the monthly payments due under my repayment schedule.

I request a forbearance for a 12 month period or less. I indicate a shorter forbearance period below. I request that this forbearance cover my immediate due on my account. My forbearance period may not exceed 12 months or my remaining eligibility, whichever is less. Any outstanding interest may be added to, and become part of my principal balance at the end of the forbearance period; therefore, my repayment terms may be affected.

☐ I prefer a short forbearance period with payments remaining (please specify month and year requested) \_\_\_\_\_ MM / YY

I agree to the terms of this forbearance and agree to repay my loans upon the expiration of this forbearance and in accordance with the terms of my promissory note. If I have a special consolidation loan or a consolidated PLUS loan, both borrowers must be experiencing financial hardship.

Borrower SSN: \_\_\_\_\_

▶ \_\_\_\_\_

Borrower or Co-signer Signature      Date      Joint-Borrower Signature (if any)      Date

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**Office Use Only**

Sallie Mae Servicing Corporation believes, based on the borrower's (or co-borrower's) statement above and/or other communications received in the account history, that the borrower (or co-borrower) does intend to repay the loans but is currently unable to make loan payments.



Student applies for forbearances with Loan Servicing Center and FFELP Lender.



A computer monitor with a dark blue frame and bezel. The screen shows a close-up of a white envelope with the word "Granted" in large, bold, red, italicized letters. To the right of the envelope is a cartoon illustration of a young man with blonde hair, wearing a red Santa suit with white trim and a red backpack, looking surprised with his mouth open and hands raised. At the bottom of the screen is a white rectangular box containing the text "Student receives confirmation of DL forbearance.".

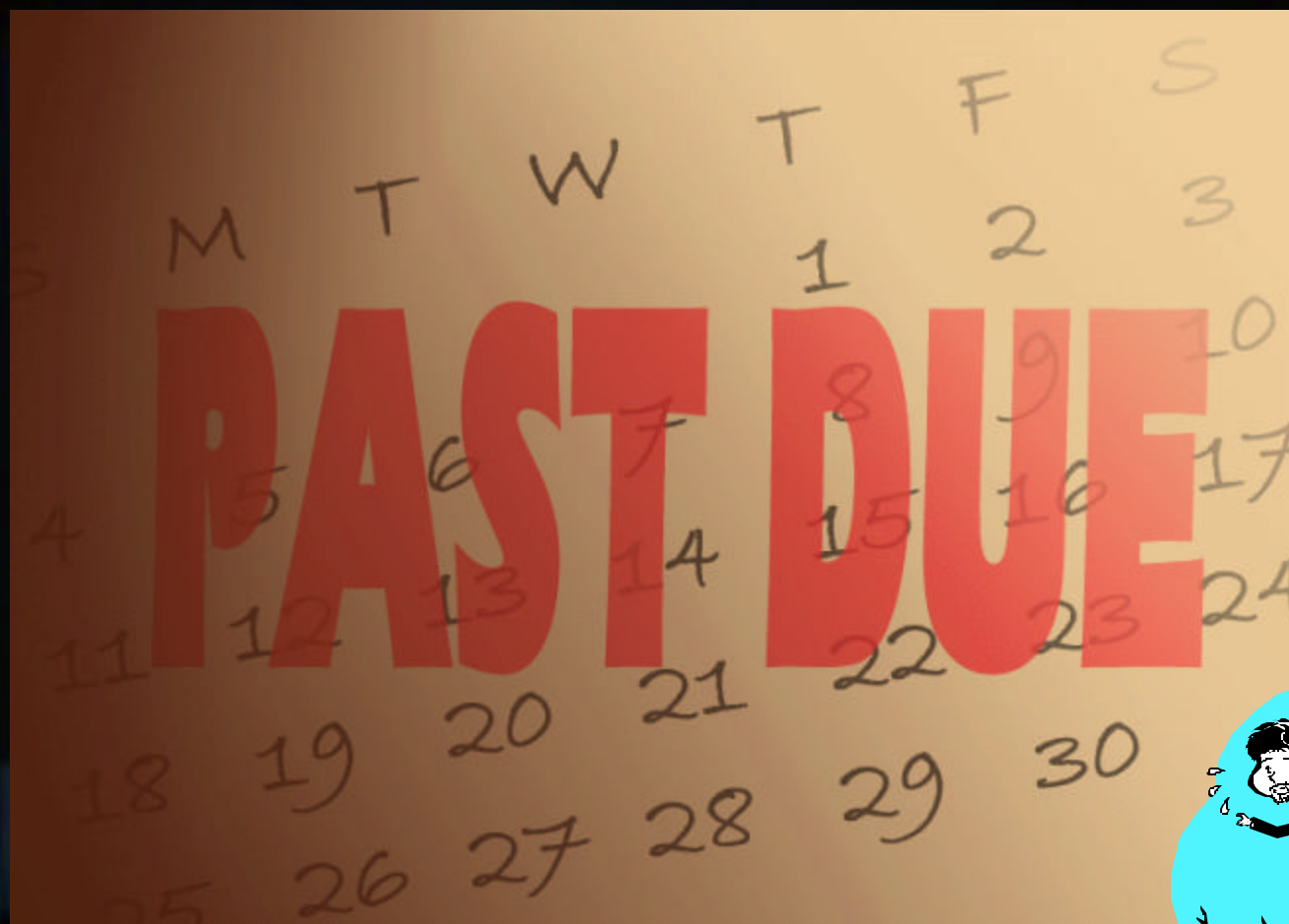
**Granted**



Student receives confirmation of DL forbearance.



Student stops paying on FFEL and DL loans.



FFELP loan becomes 30 days delinquent.



**PAST DUE!**



Lender sends written notice to borrower.





Notice returned to lender undeliverable.





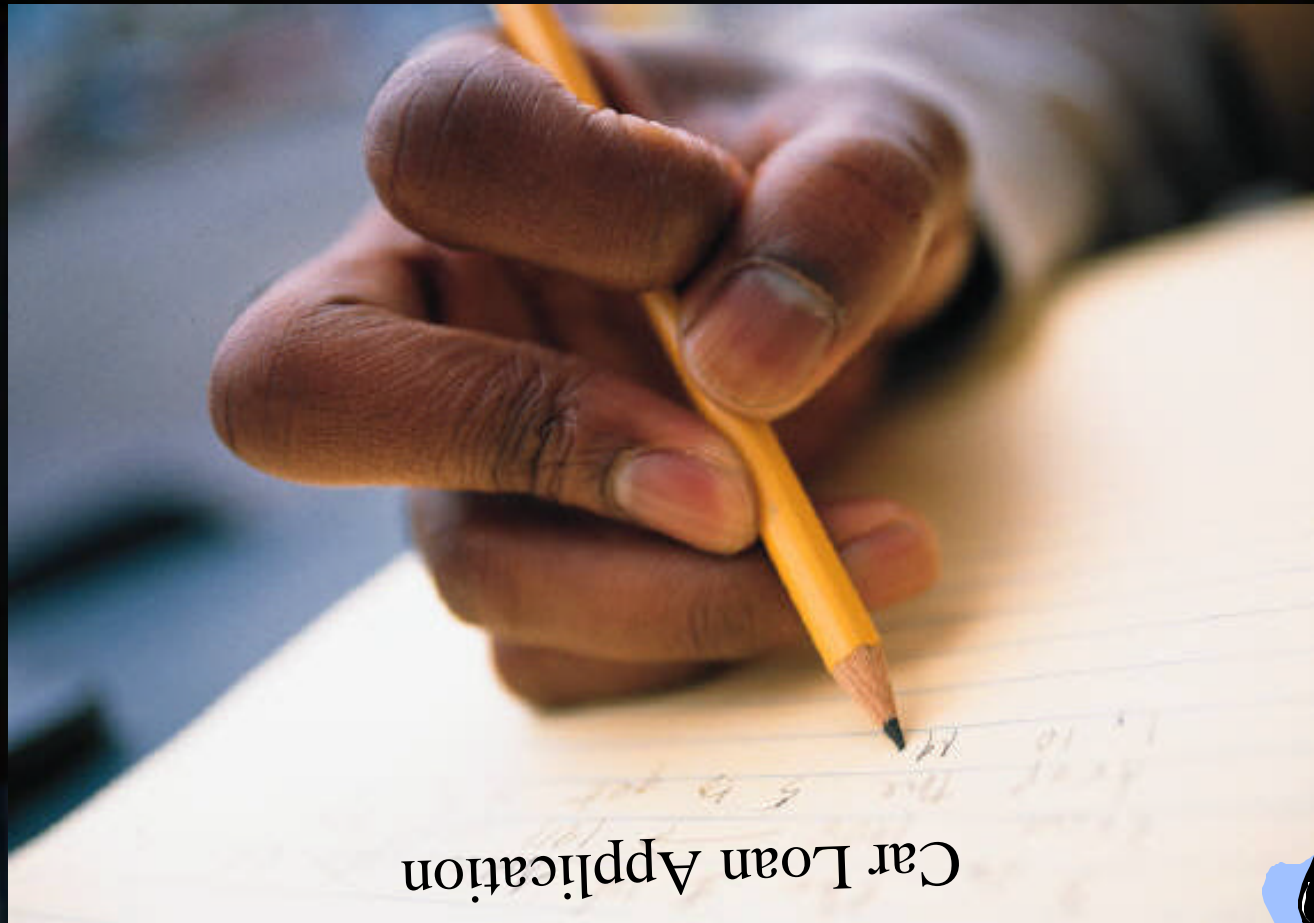
Lender initiates skip trace.



Lender unable to trace borrower through references.



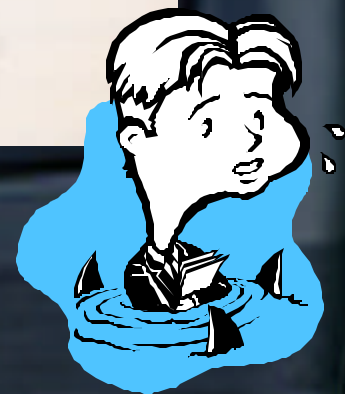
Lender reports default.



Student attempts to finance a car.







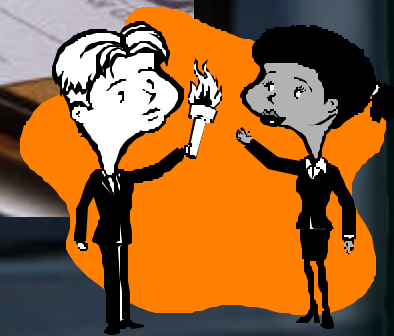
Student denied car loan.





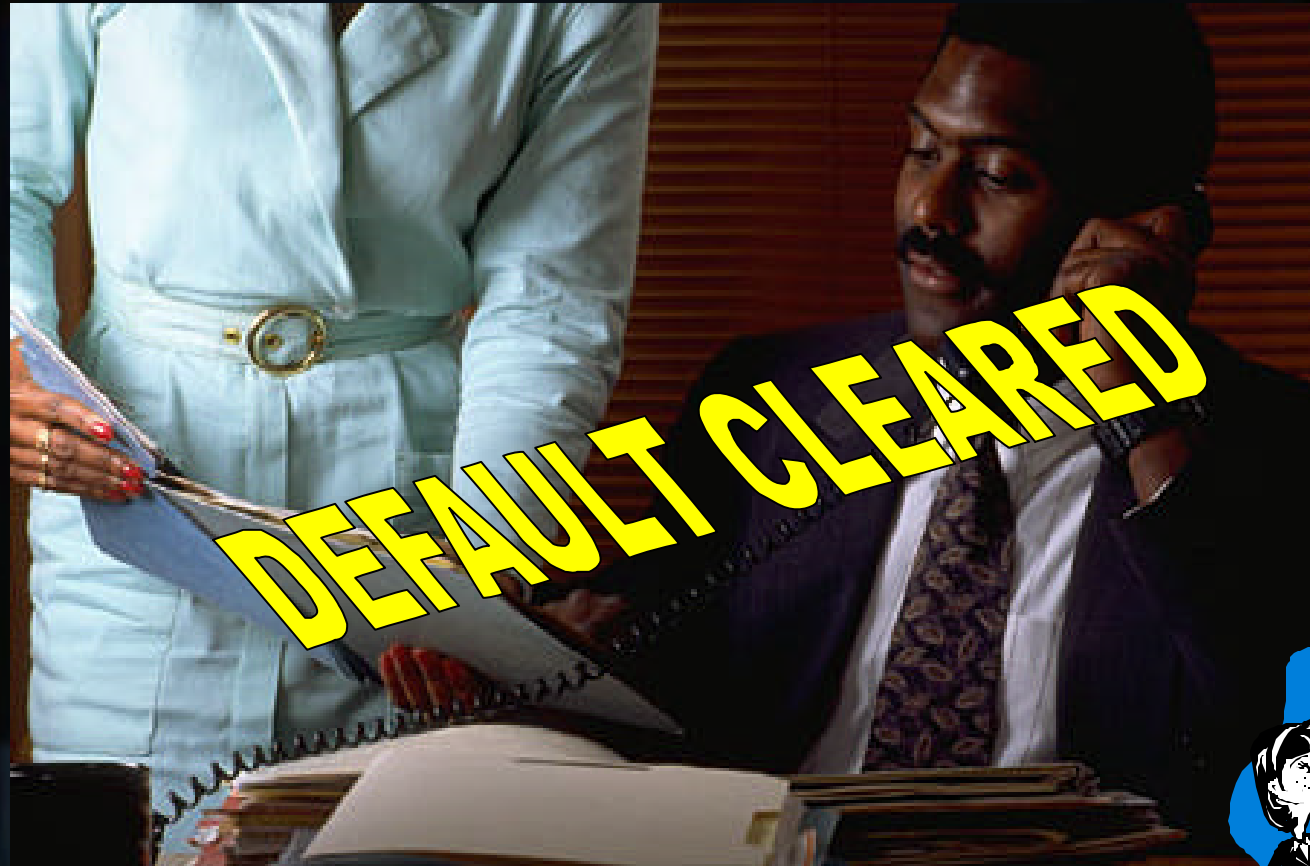


Student contacts lender about default.



Student makes arrangements to repay loan.





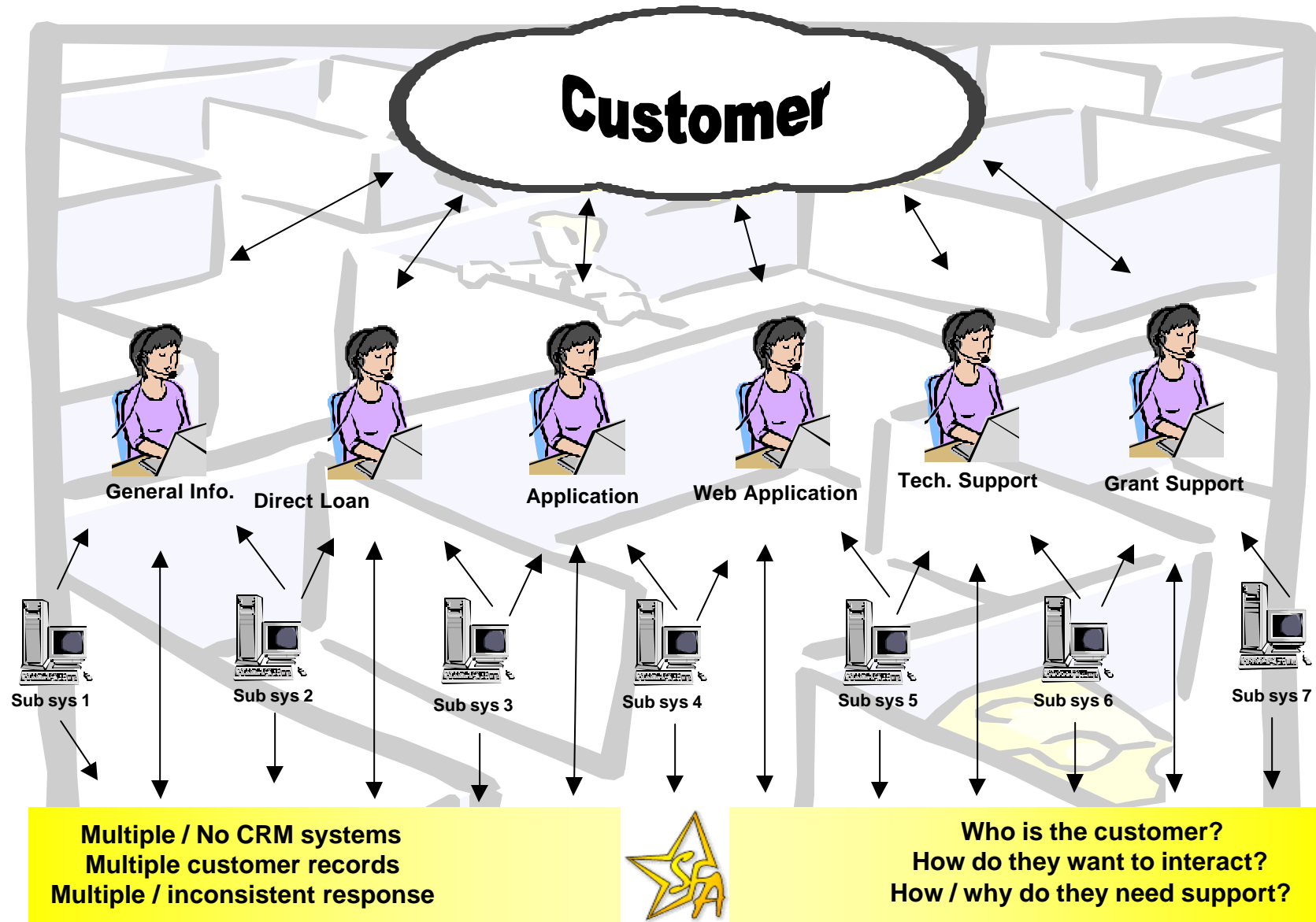
Default cleared.







The current functional and system infrastructure provides a silo view of the customer, directly impacting customer service



# The complexity of today's interactions and the high service demands of its customers requires SFA to take a Customer-Centric View

- Personalized Service
- Quick response
- Consistent / informed response
- Pro-active service and issue resolution

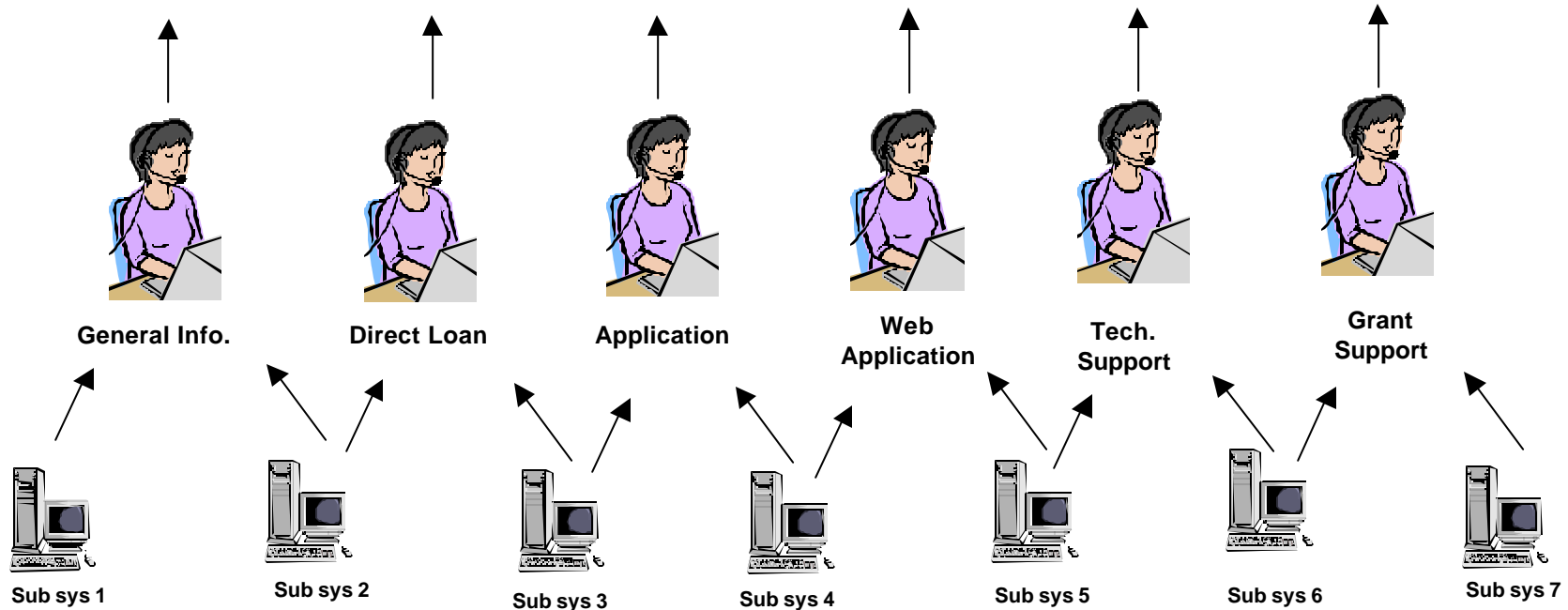


- Ease of Access
- Multiple Channels of Communication
- 24/7 support

**Single / All inclusive CRM**  
**Single Customer Record**  
**Consistent Response**



**Clear understanding of customer**  
**Appropriate method of interaction**  
**Proactive / relevant support**

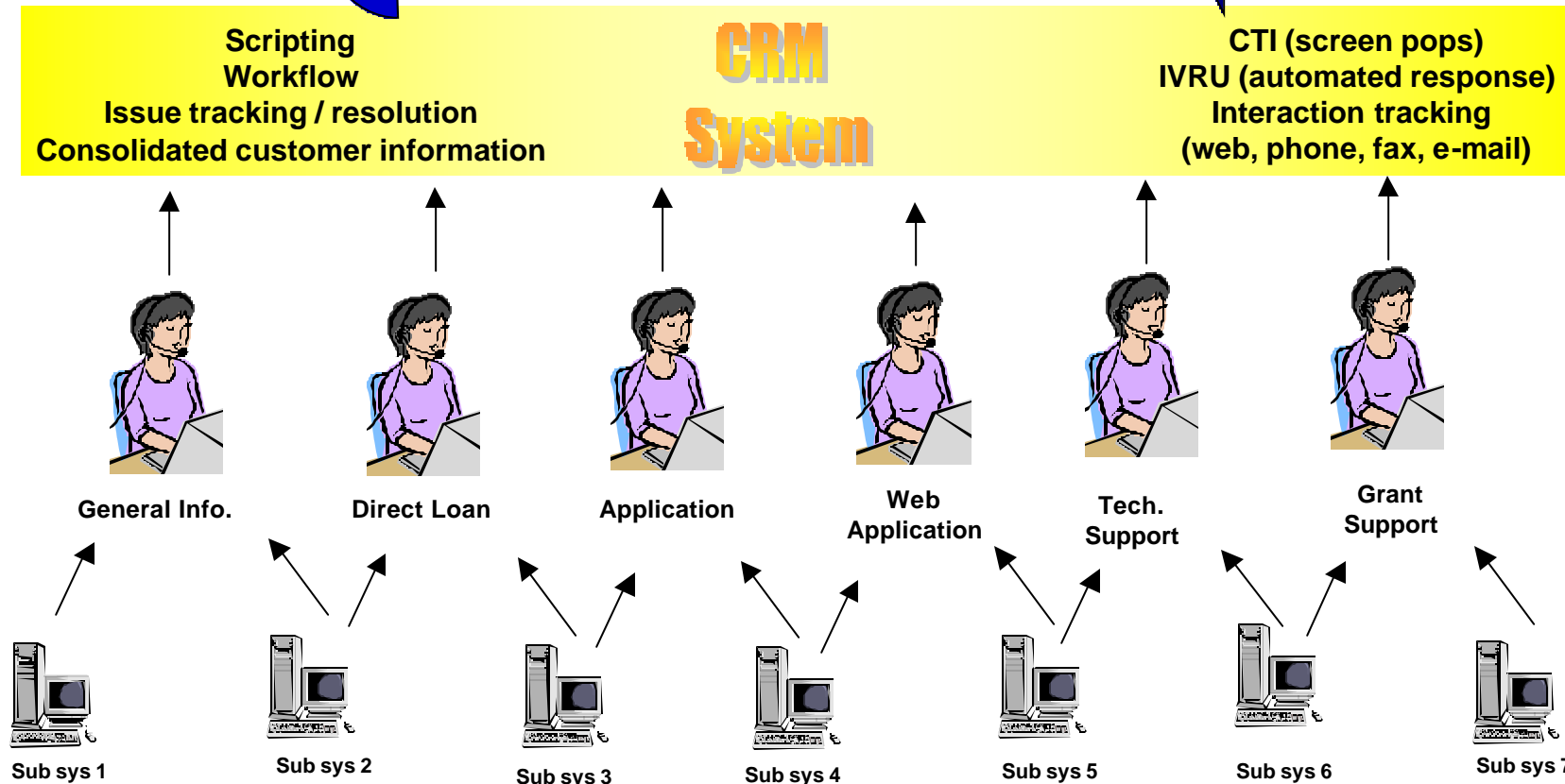


A single CRM system would enable SFA to provide the service expected from its customers

- Personalized Service
- Quick response
- Consistent / informed response
- Pro-active service and issue resolution



- Ease of Access
- Multiple Channels of Communication
- 24/7 support





Utilizing CRM to accomplish the customer-centric view would provide many benefits to both the customer and SFA

**Benefit**

- Single robust CRM system
- More efficient technology and wider customer access (IVRU, Screen pops, auto e-mail response)
- Multiple media routed through single system
- Single source of interaction tracking
- Skills-based interaction routing
- Issue / resolution tracking and escalation
- Consistent / informed messages (scripting)
- Direct customers to more efficient methods of interaction
- Automated Literature Fulfillment ???
- Single / consolidated view of customer interactions
- Customer “Dashboard” to support “One and Done” calls (consolidated view of relevant customer information)
- Proactive support
- Consolidated / consistent reporting / metrics

Customer Service	Employee Satisfaction	Unit Cost
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓		
✓	✓	✓
✓	✓	
✓	✓	
✓		✓
✓	✓	✓
✓		
✓	✓	
✓	✓	
	✓	✓